



COMPLAINT RESOLUTION, EQUAL OPPORTUNITY, and NONDISCRIMINATION

POLICY #: 2004 Revision 2

Original Policy Date: 8/28/2013
Effective Revision Date: 4/28/2021

Purpose:

To provide one policy with links to each relevant systemwide policies for resolution depending on type of complaint. Also provide equal opportunity (EO) and nondiscrimination principles and the enforcement of those principles in the administration and operation of the programs and activities under its oversight.

Background:

Federal law and regulations require procedures for handling complaints alleging violation of WIOA Title 1, Wagner-Peyser, and Trade Adjustment Assistance (TAA) laws. All recipients under WIOA Title I are responsible for ensuring EO and nondiscrimination in programs and activities funded in whole or in part under WIOA.

Policy:

A. Customer Concern and Complaint Resolution Policy 1012 Revision 2

WSW and system partners will follow this procedure for handling **program complaints**:

- WSW appoints one WorkSource Complaint Coordinator (the One-Stop Operator) and one Youth System Complaint Coordinator (Next Director), who is responsible for the oversight of the complaint throughout the process. The Complaint Coordinator will appoint complaint contacts as necessary for each program and/or office.
- The Complaint Coordinator will be the first point of contact to the complainant and is responsible for logging, tracking, and overall oversight of all local complaints.
- It is the expectation of WSW that the Complaint Coordinator and complaint contacts shall collaborate when complaints present allegations involving multiple partners. The collaboration will also include the other Complaint Coordinator and Local Equal Opportunity Officer, if necessary.
- WSW requires that all WorkSource or Next partners provide an assurance that the Complaint Coordinator will be informed of all local complaints concerning WorkSource Centers, Affiliate Sites, Connection Sites or Next Centers, from point of entry to resolution.
- All WorkSource and Next partners make an effort to informally resolve customer concerns at the lowest level possible.

- All WorkSource and Next system partners are required to follow the minimum complaint processing requirements contained in the [WorkSource Program Complaint Handbook](#) for WIOA Title 1, Wagner-Peyser, and TAA.
- The Local Equal Opportunity Officer, Amy Gimlin, is responsible for logging, tracking, and processing local discrimination complaints.
- Program complaint logs must be made available to the Local EO Officer and State EO Officer when asked. The log must be stored in secure location with limited access and contain name of complainant, contact information, name of staff handling, description of the complaint, date of complaint, program complaint is alleged, outcome/resolution, and date of resolution.
- Follow [State Policy 1012 Revision 2](#) for additional guidance and procedures.

B. [WorkSource System Discrimination Complaint Processing Policy 1017](#)

In its oversight capacity for **discrimination complaints**, WSW and system partners will follow this procedure:

- The Local Equal Opportunity Officer, Amy Gimlin, is responsible for logging, tracking, and processing local discrimination complaints.
- Complaints will be processed using the requirements outlined in the [WorkSource System Discrimination Complaint Processing Handbook](#).
- Discrimination complaint log must be made available to the WSW CEO and State EO Officer when asked. The log must be stored in secure location with limited access and contain name and contact information of complainant, description of the complaint, prohibited factor basis, date of complaint, date of response, date sent to state, outcome/resolution, and date of resolution.
- Follow [State Policy 1017](#) for additional guidance and procedures.

C. [Equal Opportunity and Nondiscrimination Policy 5402 Revision 3](#)

- Washington is committed to providing equal opportunity and equal access in WIOA Title I programs and services to all individuals.
- Follow [State Policy 5402 Revision 3](#) for additional guidance and procedures.

Supersedes:

All of these documents have been superseded by this policy and the accompanying handbooks.

WSW Policies:

- 2004 revision 1 Complaint Resolution
- Complaint Handbook dated July 2013

State Policies/Guidance:

- WorkSource Policy 1012, Revision 1 and Handbook
- WIOA Policy 5402 Revision 2 dated 12/12/18

References:

See individual policies for resources and reference links.

Website:

<http://workforcesw.org/results-and-data/policies>

Attachments:

Attachment A: [Customer Concern and Complaint Resolution Policy 1012 Revision 2](#)

Attachment B: [WorkSource System Discrimination Complaint Processing Policy 1017](#)

Attachment C: [Equal Opportunity and Nondiscrimination Policy 5402 Revision 3](#)

Attachment D: [WorkSource Program Complaint Handbook](#)

Attachment E: [WorkSource System Discrimination Complaint Processing Handbook](#)